

From: Enrique Orozco/=TMS/Toyota.  
To: [ - ] George Morino/=TMS/Toyota@Toyota.  
Cc: [ - ] .  
Bcc: [ - ] .  
Subject: Re: Toyota All Weather Floor Mat Q&A.

Sent: 9/22/2009 6:13 AM

Thanks George,

The information has been provided to the Call Center Reps.

Have a Good Day!!

Enrique Orozco  
Technical Team Supervisor  
Toyota Customer Experience  
310-468-5211  
310-381-5960 Fax

George Morino/TMS/Toyota  
09/21/2009 04:06 PM  
To Glen Baker/Lexus/Toyota@Toyota  
cc Nancy Fein/TMS/Toyota@Toyota, Bob\_Waltz@Toyota.com, Gary E Smith/TMS/Toyota@Toyota,  
Brent\_Craig@Toyota.com, jim\_wimmer@toyota.com, David Weigand/Scion/Toyota@Toyota, Michelle  
Drapeau/TMS/Toyota@Toyota, Kasra Fardoost/Scion/Toyota@Toyota, Enrique Orozco/TMS/Toyota@Toyota, Renee  
Williams/Scion/Toyota@Toyota, Rochelle Harma/TMS/Toyota@Toyota  
Subject Toyota All Weather Floor Mat Q&A

Glen:

I greatly appreciate your efforts in addressing any Toyota All Weather Floor Mat consumer contacts you may be receiving insight of the activity at the dealerships and the resulting media coverage.

The attached Q&A has been prepared for use by the Toyota Call Center. If you would assure it is distributed among your staff as needed.

We hope this information is helpful.

George Morino  
National Manager  
Quality Compliance Department  
Product Quality and Service Support  
Toyota Motor Sales, U.S.A., Inc.  
Tel. 310-468-3392  
Fax 310-468-3399

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